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SUPER GUIDER
ELECTRIC WATER HEATER

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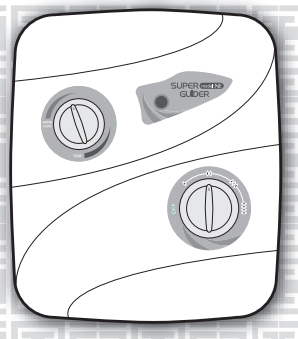
# SUPER GUIDER
## ELECTRIC WATER HEATER

model: NH

model: NE



# USER'S MANUAL GUIDE

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# Specifications

## Model NH / Model NE

**Electrical 220V**

| | Power | Current | Cable Size |
|---|---|---|---|
| 1 | 9.9kw | 45A | 10mm$^2$ |
| 2 | 8.8kw | 40A | 8mm$^2$ |
| 3 | 6.6kw | 30A | 5.5mm$^2$ |
| 4 | 4.4kw | 20A | 5.5mm$^2$ |

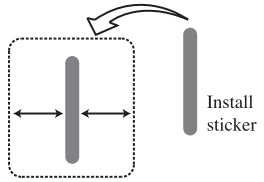
| | | Model NH | Model NE |
|---|---|---|---|
| Dimensions<br>Height-Width-Depth / mm$^3$ | | 314–240–150 | 294–240–126 |
| Weight | | 2.8 KGS | 2.5 KGS |
| Mini water supply pressure | | 0.39 Bar | |
| Water | Inlet & Outlet connection | 13.5 cm | |
| | Distance between inlet & outlet | PF-$^1/_2{}''$×14TPI | |
| Accessory | | Shower Head, Hose, Shower Head Holder, Bracket. | |

Due to continuous improvement and updating, specification may be altered without prior notice.

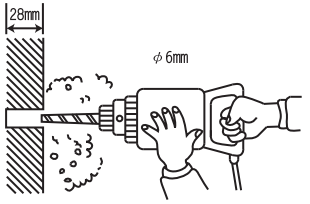


# Installation

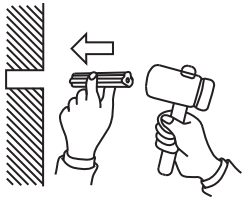
## Install Step



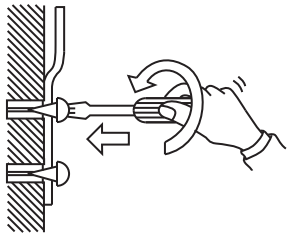

The unit must be mounted on a flat surface. It is important that the wall surface is flat. Please use the install sticker and screws that supplied by our company. The space for each side of the sticker must be more than 25 cm.



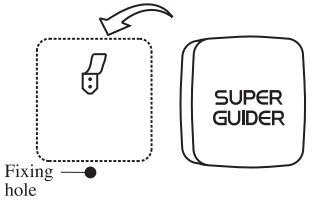

Drill the wall for the indicated holes. Check there are no hidden cables or pipes before drilling holes for wall plugs. Use great care when using power tools near water.



Plug the wall.



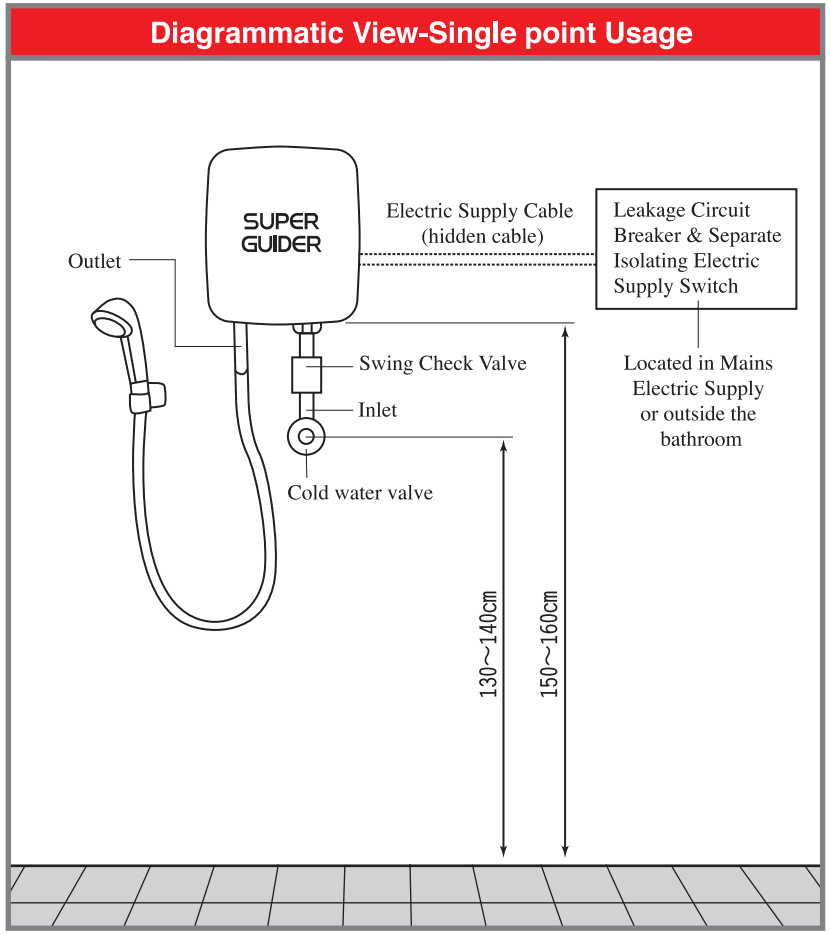
Secure the bracket to the wall with screws supplied.




Hook the unit and screw the fixing hole.

# Installation

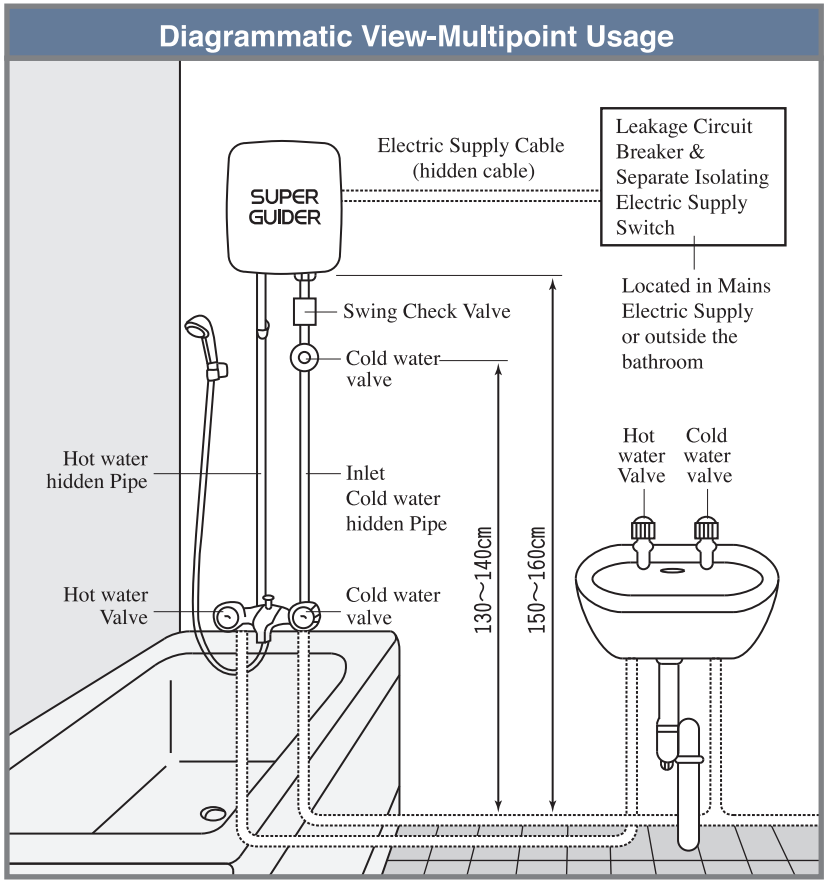
## Diagrammatic View-Single point Usage






Installation

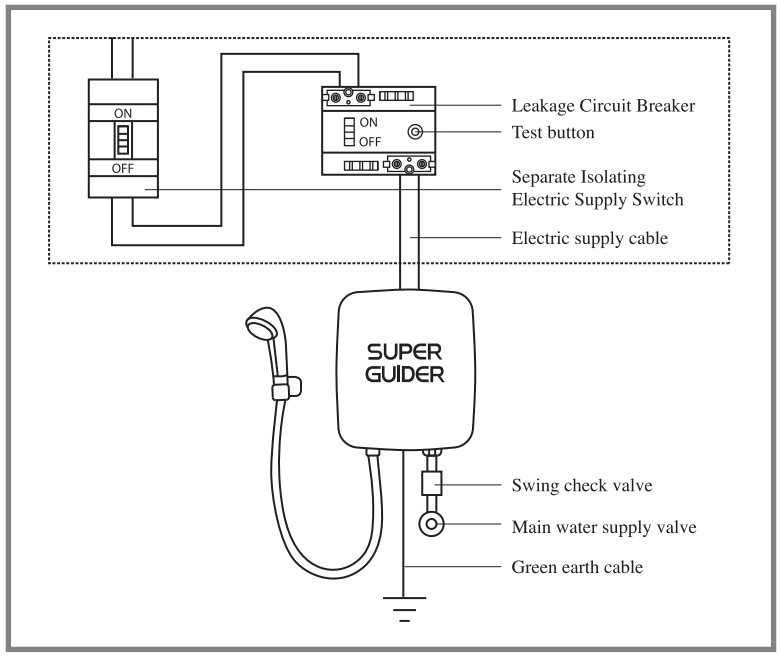
## Diagrammatic View-Multipoint Usage



# Installation

1. The water heater installation must be carried out by a suitably qualified person.
2. Isolate electrical and water supplies BEFORE proceeding with the installation.
3. Position the water heater unit vertically.
4. The first operation is intended to flush out any remaining unit debris, and to ensure the heater unit contains water before the elements are switched on.
5. This appliance MUST be earthed.
6. There are two cable entry points. You can choose one of them and the back plate will have to be cut out.
7. The supply cable , main switch and circuit protection (Leakage Circuit Breaker) must be sufficient for the amperage required (see specification on page 1). The supply cable for 45A model must be larger than 10mm$^2$.
8. A Swing Check Valve must be fitted in the supply pipe work to prevent back-flow for NH model. And cold water valve is necessary for every model.
9. Screw the hose to the water heater outlet and showerhead ensuring the supplied washers are in place at both ends of the hose.
10. Turn on the mains water supply to the water heater and then turn on the electric supply to it at the isolating switch.

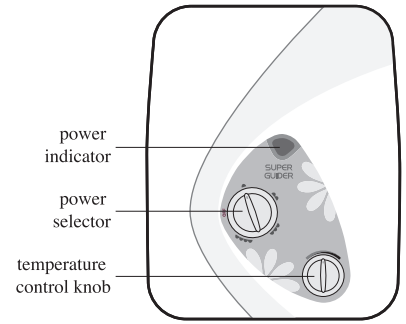
**WARNING** The water heater must not be positioned where it will be subjected to freezing conditions.



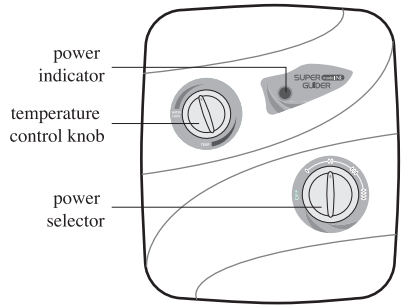



# Operating

model: NH




model: NE




**To start the water heater**

1.Turn on the water supply valve and water flow.
2.The power indicator will light.

**To stop the water heater**

Turn off the water supply valve and water will cease to flow.

**To use the power selector**

The power selector has five positions.
Off- cold water
One point- warm water
Two points- warmer water
Three points- hotter water
Four points- hottest water

**To adjust the temperature**

The water temperature is also altered by increasing or decreasing the flow rate of the water through the water heater via the temperature control knob.

## How the instant water heater works?

The electric heating elements operate at a constant rate at your chosen power setting. It is the flow rate of the water passing through the heater unit which determines the water heater temperature at any given setting. (The slower the flow the hotter the water becomes, and the faster the flow the cooler the water.) If you feel the water is too cold for you, you could decrease the flow of water.

# Fault Finding

| Problem / Symptom | Cause | Action / Cure |
|---|---|---|
| Turn on the water supply, and the power indicator is not light. | Interrupted power supply. | Check if the electric supply switch and leakage circuit breaker are sufficient or not (30A, 40A or 50A)<br>*Yes. Turn it off, and reset it.<br>*No. Replace the switch for the amperage required. |
| | Water pressure below minimum required. Or not enough water flowing through the heater. | 1. Check if the water storage cistern is a minimum. 3 m above the water heater.<br>2. Check if the water supply valve fully open.<br>3. Fit pump to give minimum pressure. |
| | Blockage in water supply | Check if block in inlet filter. Clean it. |
| | Blocked showerhe d | Clean or replace blocked spray plate in showerhead. |
| Turn on the water supply, and no hot water. | No power supply a | Reset the power switch. |
| | Blocked showerhead | Clean or replace blocked spray plate in showerhead. |
| | No water supply | Check if the water supply valve opened. |
| Turn off the water supply, the power indicator is still light. | Water leaks between inlet copper and water heater. | Replace new washer and re screw it in place. |
| | Water leaks inside the water heater | Switch off immediately at insolating power supply switch. and turn off water supply. Have unit checked. Ring Customer Service. |
| | Hidden pipe leaks | |
| | Unit malfunction | |



# Advice to users

## Special equipment and Advice to users

1. A pressure relief device is designed into the water heater. The device will work automatically when the excessive build up of pressure occurred. The level is 7kgf/cm$^2$ ± 0.5.

2. The unit is built of fireproof material.

3. There is a safety thermal cut-out device in Super Guider water heater. This thermostat will cut off electricity to prevent scalding when there is a sudden rise in water temperature, thus protecting the user.

4. All models can be fitted with Leakage Circuit Breaker. (optional)

5. Splash proof (IP44). The heater unit itself will be isolated away from external water spray.

6. Super Guider water heaters fit within non-plating heating elements for our environment.

7. It is recommended that the water heater and accessories are cleaned using a soft cloth and that the use of abrasive or solvent cleaning fluids be avoided.

8. It is advised before cleaning, that the isolation switch be turned off.

9. Isolate the electrical and water supplies before maintaining the water heater.

10. We suggest you install the unit for single point usage. It is the most perfect install way for lower malfunction and longer life of unit.

11. It is important to keep the showerhead clean in order to maintain the performance of the water heater.

12. It is advised all electrical maintenance/repairs to the water heater be carried out by a suitably qualified person.